



Commonwealth of Kentucky Department of Education

Medicaid School Based Administrative Claiming (SBAC)

Medicaid Coordinator Training

August 25-28, 2014



Agenda



- 1. Introductions
- 2. SSG Profile
- 3. Training Objectives
- 4. Medicaid School Based Program
- 5. KY SBAC Overview
- 6. RMTS Overview
- 7. e-SivicMACS Overview
- 8. System Demonstration
- 9. Support and Contact Information



SSG Profile



- 15-year old firm specializing in:
 - ✓ Random Moment Time Studies, Admin Claiming, Cost Settlement
 - ✓ Web-based Systems Development and Implementation
 - ✓ SPA Development and CMS Negotiations
- Provide Services in 13 States
- Service Hundreds of Schools, including large Districts
 - ✓ Over 90% of Schools in New Mexico
 - ✓ Major Medicaid Biller for Schools in Florida
 - ✓ Chicago Public Schools (3rd largest in the Nation)
 - ✓ Orange County Public Schools (10th largest in the Nation)
 - ✓ Albuquerque Public Schools (largest in New Mexico)
 - ✓ District of Columbia Public Schools (public and public charter schools)





SSG Profile

- Service State Agencies and Counties with Large Projects
 - ✓ Ohio 350 Time Studies and Administrative Claiming
 - ✓ Ohio Statewide County Finance Information System
 - ✓ DC Cost Allocation Plan and System
 - ✓ Revenue Recovery Projects for Child Welfare, TANF, Title IV-E, SSI





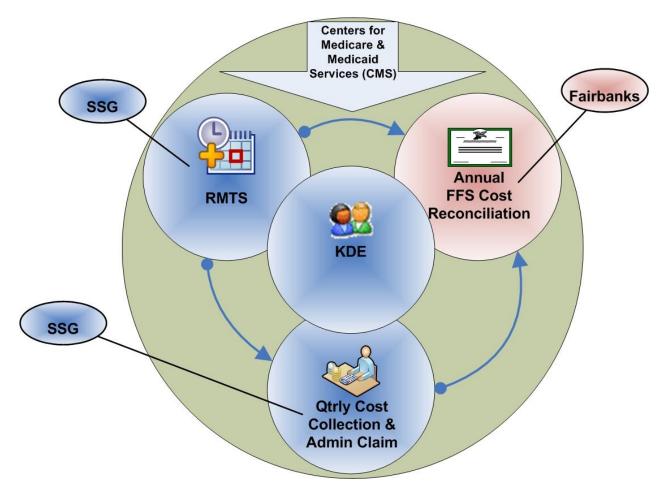
Training Objectives

- Coordinators will be able to:
 - ✓ Understand Medicaid School Based Program and KY SBAC Program
 - ✓ Understand the importance of a Random Moment Time Study (RMTS)
 - Understand District Roles and Responsibilities
 - ✓ Demonstrate confidence in using e-SivicMACS Overview
 - ✓ Identify Help Desk contact information





Overview of KY Medicaid School Based Program



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Medicaid Program

- A health coverage program that serves millions of low-income families, children, pregnant women, adults without children, seniors and people living with disabilities
- A federally regulated program jointly funded and administered by the States
- Medicaid programs must follow federal guidelines and the State Plan





Medicaid in Schools

- The Medicaid programs benefit children and adolescents, known as Early and Periodic Screening, Diagnostic and Treatment services, or EPSDT
- EPSDT provides a comprehensive array of prevention, diagnostic, and treatment services for low-income infants, children and adolescents under age 21, as specified in Section 1905(r) of the Social Security Act (the Act)
- Services provided in schools can play an important role in the health care of adolescents and children under the Individuals with Disabilities Education Act (IDEA) or through school-based and other school-centered programs







Medicaid in Schools

- School districts may access federal Medicaid funds for certain IEP services provided to school age students
- Students must be Medicaid eligible
- Must be EPSDT services and included in the State Plan
- Allowable services must be prescribed in the IEP
- Services include:
 - ✓ Periodic health screenings
 - ✓ Vision services
 - ✓ Dental services
 - ✓ Hearing services



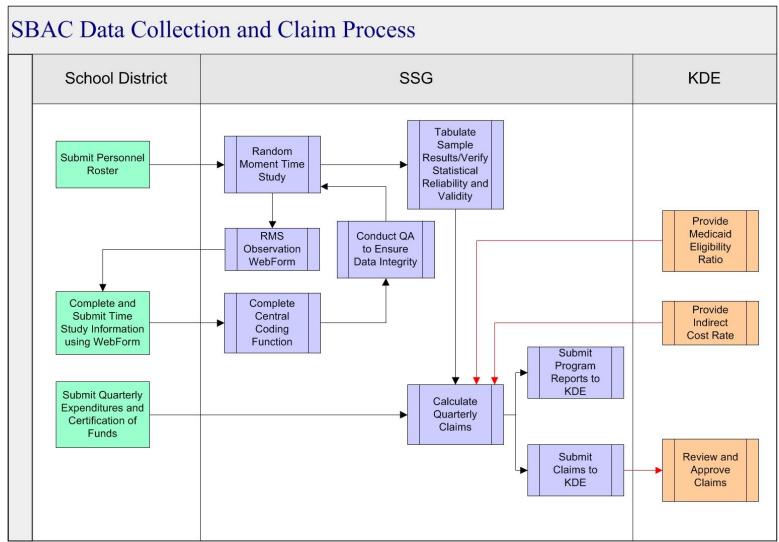


Medicaid in Schools

- Services provided in the school setting may include:
 - ✓ Physical therapy
 - ✓ Occupational Therapy
 - ✓ Speech, Hearing and Language Services
 - ✓ Audiology
 - ✓ Personal Care Services
 - ✓ Nursing
 - ✓ Transportation
 - ✓ Rehabilitative Services







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KY SBAC Program Administration

- Kentucky SBAC is jointly administered by the Kentucky Department for Medicaid Services (DMS) and the Kentucky Department of Education (KDE)
 - ✓ Set program policy
 - ✓ Monitor documentation and claiming for covered services
 - ✓ Audit claiming practices
- Center for Medicare & Medicaid Services (CMS) is the Federal Agency that oversees the Medicaid program for all States, develops and monitors policy regulations and compliance





Program Activities Overview

- Reimbursement of certain Medicaid program administrative costs and activities include:
 - ✓ Medicaid outreach and related training
 - ✓ Facilitating Medicaid eligibility application
 - ✓ Health-related referral activities and provider networking
 - ✓ Quality Assurance
 - ✓ Monitoring of health service delivery
 - ✓ Medical service program planning, policy development, and interagency coordination
 - ✓ Arranging for Medicaid-related transportation and provision of Medicaid-related translation





Program Activities Overview

- As part of the Random Moment Time Study (RMTS) process, the SSG Central Coder determines which activities are reimbursable, based on the response text submitted by the Participant
- A few examples of Activities which are reimbursable include:
 - ✓ Providing information to individuals and families regarding the Kentucky Medicaid program and available services
 - ✓ Scheduling and/or coordinating EPSDT screens or other medical and mental health diagnostic services
 - ✓ Gathering relevant information that may be required for service referrals
 - ✓ Developing internal plans and strategies to improve health service delivery and eliminate gaps
 - ✓ Attending a parent meeting for a child that may need outside health or counseling services





Who Should be on the Staff Pool List?

- All Direct Service personnel who submit claims for the Medicaid Direct Service program must be included
- All other personnel who perform Administrative Services as part of their job functions
- Any direct support personnel who, in their job description and organization chart, work directly for someone in categories above
 - Use Position Codes 99 or 100 titled "Direct Support Staff" for the respective Cost Pool
- Do NOT include persons who do not perform any work related to Medicaid Direct Service or Administrative activities
- Decision to include should based on the individuals job duties and NOT based on their job title







What is Random Moment Time Study (RMTS)?

- A federally-approved time recording method
- Used to determine costs
- Identifies time and effort allocated to federal programs (Medicaid)
- Necessary for the participating school districts to claim federal reimbursement
- Two Cost Pools
 - Administrative Cost Pool AP
 - Direct Service Cost Pool DSP





What is Random Moment Time Study (RMTS)?

- e-SivicMACS is the SSG RMTS and Admin Claiming System
- A subset of moments (a sample) is randomly chosen from the total universe (pool) of available staff minutes
- All moments (observations) are randomly selected by the system
- RMTS is not a performance evaluation tool
- Timeliness is very important. Participants must respond within 5 school days of their moment.
- Participants indicate exactly what they were doing at the sampled moment
- TIMELINESS AND ACCURACY ARE KEY





RMTS Challenges

- Low participation
- Incomplete responses
- Inappropriate responses
- Other challenges ...



Ultimate goal –

TIMELY AND ACCURATE RESPONSES





Why Participate?

- Receive reimbursement for Medicaid Administrative (SBAC) and Direct Service (FFS) Costs
- Ensures the State's Program meets all federal and State regulations and guidelines
- Receive additional funds to help students
- Standardized Cost Reporting and Admin Claiming
- 85% response rate required for each participating district
- GOAL IS 100% RESPONSE RATE





District Roles and Responsibilities

- Medicaid Coordinator
 - ✓ Submit Calendars and Work Schedules using Excel template
 - ✓ Maintain Participant Data
 - ✓ On-going Monitoring and follow-up on Response Rates
- RMTS Participant
 - ✓ Submit Complete RMTS Responses on a timely basis
- Finance Officer
 - ✓ Use District Dashboard
 - ✓ Submit Salary and Benefit Data
 - ✓ Submit Other Costs
 - ✓ Review, QA and Submit Administrative Claim
 - ✓ Submit Certification of Expenditure Form





- System Setup and Configuration
 - ✓ Configure to meet KY SBAC Program Compliance SSG
 - ✓ Approval by State KDE, DMS
 - ✓ Load Active Districts, Schools, Users SSG
- Calendars, Work Schedules
 - ✓ Load Calendars submitted by Districts SSG
 - ✓ Load Work Schedules submitted by Districts SSG

RMTS Data

- ✓ Maintain Participant Data Districts
- ✓ Generate and Approve Sample SSG
- ✓ Monitor Responses Districts, SSG, KDE
- ✓ Receive responses and request clarifications SSG
- ✓ Maintain audit trail for every transaction e-SivicMACS System





Observation Timeline

- ✓ Each notification is sent in a separate e-mail and must be responded to individually
- ✓ Pre-notifications sent 5 school days and 1 school day before moment
- ✓ Notification 0-5 minutes before the moment
- ✓ 1st Reminder sent 1 school day after moment; copy sent to Coordinator
- ✓ 2nd Reminder sent 2 school days after the moment; copy sent to Coordinator and Administrator/Principal
- ✓ Observation automatically expires after 5 school days





- Central Coding and QA Process
 - ✓ Code responses SSG
 - ✓ Review and QA RMTS responses SSG
 - ✓ Second QA of RMTS responses KDE
 - ✓ Finalize and close sample SSG





Medicaid Coordinator Functions







- Submit Calendars and Work Schedules using Excel templates
- Maintain Participant Data
- Certify Participant Data
- Provide on-going monitoring and follow-up on Response Rates





Calendars and Work Schedules

Calendars

- ✓ Use Calendar Template posted on KDE Medicaid Portal
- ✓ District Calendars include the period September 1 to June 30
- Only include staff non-working days as Holidays
- ✓ Staff development days, etc., when staff are working and students are not at school, are considered working days (NOT Holidays). Staff will receive observation moments during these days.
- ✓ At the end of the school year, all non-working days through June 30 must be marked as Holidays on the calendar template.
 - For example, if the last workday is May 28 each day from May 29 to June 30 must be included in the Calendar template as a holiday





Calendars and Work Schedules

- Work Schedules
 - Use Work Schedule Template posted on KDE Medicaid Portal
 - Use the latest start time and the earliest end time based on all schools in the District
 - ✓ Complete the Template for each day of the week
 - ✓ Nomenclature used for Work Schedule Code is M-F 8:00am-3:30pm
 - Any Work Schedule codes created incorrectly will be corrected during the SSG QA process and the correct code will be communicated back to the Coordinators
 - Correct Work Schedule Code is required during the Participant Data upload
 - Online system Report is available to review the valid codes in the system







Maintain Participant Data

- Two Methods
 - ✓ 1. On-line Screen "Maintain Participant"
 - ✓ 2. Excel Download and Upload function
- NOT required to wait until end of Quarter to make changes to participant data
- Participant information can be modified as changes occur throughout the Quarter (e.g., name change)
- Certain other changes that occur after the Sample has been created for the Quarter are only effective for the next Quarter (e.g., new employee – not replacement)





Certify Participant Data

- After the additions, deletions and changes to the Participant Data,
 the Coordinator certifies that the data is accurate
- If any corrections are necessary after the data is certified and before the RMTS sample is created, contact SSG Help Desk
- Minimal corrections, like name, e-mail, and phone. can be made to the sample participant data after the sample is created





Monitoring and Follow-up on Responses

- Monitor real-time using system reports
- Assist SSG Help Desk staff who need clarification on RMTS responses and are unable to reach Participants
- Review weekly compliance reports, by District, distributed by SSG
- Contact SSG Help Desk for the following:
 - Unscheduled school closings
 - ✓ Vacant positions (temporary or permanent) that occur within the quarter
 - Any questions related to RMTS
- Update changes to e-mail, name, participant/employee ID for the active Sample using "Maintain Sample Participant"





Frequently Used Reports

- Participant Reports Current Participant List (RR200)
- Control List Reports By Date, Region, etc. (RR300 series reports)
- Response Reports Response Summary by Date (RR442)
- Response Reports No Response (RR440)
- Response Reports Sample Detail (RR401)
- State Reports Response Summary, Region Level (RR553)







District SBAC Coordinator

- e-SivicMACS web address: <u>kysbac.ssghosting.com</u>
- Enter User ID provided First initial of first name + Last name
- Enter Password provided
- Change Password after Login









Maintain Participant

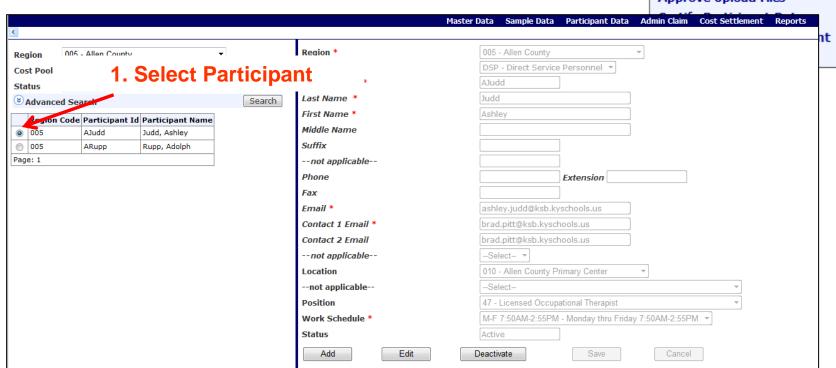
Participant Data Admin Claim

Maintain Participant Data Period

Maintain Participant

Upload File

Approve Upload Files



2. Click Add, Edit, or Deactivate

3. Make changes and Save

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Maintain Participant – Upload File



Participant Data Admin Claim

Maintain Participant Data Period

Maintain Participant

Upload File

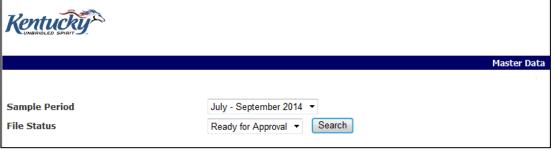
Approve Upload Files

Certify Participant Data

Maintain Sample Participant

Maintain Supervisor

3. Approve uploaded file



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Certify Participant Data

Participant Data Admin Claim

Maintain Participant Data Period

Maintain Participant

Upload File

Approve Upload Files

Certify Participant Data

Maintain Sample Participant

	Master Data	Sample Data	Participant Data	Admin Claim	Cost Settlement	Reports
Sample Period Region	2015Q2 - 005 - Aller	October - Decer	mber 2014 ▼	1. Sel	ect Samp	ole Period
		he guidelines p	rovided in Medicaid	SBAC Guide an	d understand that	this will be my district's final staff
pool list used for the above s	d			DDAG Galag all	a anacipiana inac	ans viii se iii, asarees iiiai staii

3. Click on Confirm





Maintain Sample Participant



Note: After a sample has been generated and approved, use this screen to update participant data. The ONLY fields that can be updated for a Active sample are: Name, Phone # and e-mail.

Master Data Sample Data Participant Data Admin Claim Region * 602 - Kentucky School For The Blind 2014Q3-DSP - 2014 Quater 3 (Jul-Sep) - DSP DSP - Direct Service Personnel 🔻 Cost Pool t ID * RRedford Cost Pool --All--1. Select Participant Redford Advanced Searc Robert Participant Id Participant Name Region Cod Middle Name RRedford Redford, Robert Russell, Kurt Suffix 602 WSmith Smith, Will --not applicable--602 HStern Stern, Howard Phone Extension 602 JTravolta Travolta, John Fax 8 9 10 11 12 13 14 15 16 17 Email * robert.redford@ksb.kyschools.us Contact 1 Email * chris.iones@ksd.kvschools.us Contact 2 Email 3. Check to update Master --not applicable-file for future quarters Location --not applicable-Position 2. Click Edit and make Work Schedule Check to Update Main Participant changes Edit Save 4. Click Save or Cancel

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Coordinator Functions



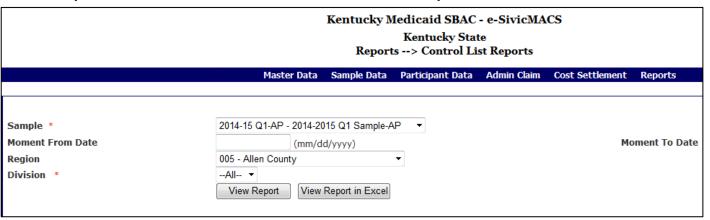
Reports

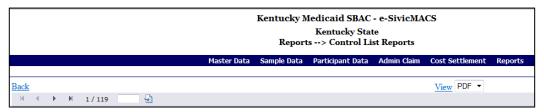
Reports generated in real time

Report access is based on user roles

View reports on the screen, as PDF, or exported to Microsoft Excel











Coordinator Functions

Data Templates & Submission Timelines

Calendar and Work Schedule Data

- ✓ Templates available on KDE Medicaid Portal August 4th
- ✓ Deadline for Submission to SSG August 15th
- ✓ Submission Method e-mail to kysupport@sivicsolutionsgroup.com

Participant Data

- ✓ SSG Template available on KDE Medicaid Portal August 11th
- ✓ Transfer Data from current template to SSG template August 11th September 12th
- ✓ Submission Method e-SivicMACS Upload Process after Login
- ✓ e-SivicMACS Available for Data Upload August 25th
- ✓ Deadline for Submission to e-SivicMACS September 12th



e-SivicMACS Overview



RMTS Participant Functions





e-mail Notification

- Within 5 minutes of the observation time, Participant will receive an e-mail with the following information:
 - The sample moment date and time
 - ✓ Participant/Employee ID
 - Instructions on accessing and completing the observation form
 - ✓ A hyperlink to the e-SivicMACS observation form
 - Contact information for questions or concerns





Completing Observation Form

- e-mail Link directs the Participant to the Login screen
- Enter Participant/Employee ID
- Review each Training screen carefully and click "Next" until Observation Form is displayed
- Complete following fields SPECIFIC to the Moment Date/Time
 - ✓ Were you working during sampled moment? Yes/No
 - ✓ Who was with you? student, other professionals, etc.
 - ✓ What were you doing? be specific
 - ✓ Why were you performing the activity? indicate if part of student's IEP, etc.
 - ✓ Is this activity regarding a Special Education Student? Yes/No.
 - ✓ Is the service you provided a part of student's IEP? Yes/No
- Click "Save and Exit"







Participant e-mail

The Participant will receive an email with a message similar to the one below

From: demoerms@sivicsolutic Sent: Monday, June 10, 2013 To: Idamon@demo.com Subject: Immediate Respons					
Hello Lindsay Damon:					
You were selected for rand	dom moment sampling at 2:53 PM (EST) on Monday, June 10, 2013.	1. Message includes			
Employee ID: LDAMON			410		
CLICK ON THIS LINK TO R	ESPOND TO YOUR MOMENT	Employee/Participar	עו זו		
Observation Link	2. Click on link				
1) To access your random	moment, click on the "Observation Link" above.				
2) On the initial sign-on screen enter your employee ID, which is provided above.					
3) After the random moment is displayed, please select the applicable school from the drop down menu.					
4) For all sample moments, you must provide comments in sufficient detail to document your activity.					
5) Click Save and Exit to c	complete your random moment.				
Completion of the random moment is MANDATORY. The form must be completed, even if you were not working during your selected moment.					
If you have any questions or difficulty in completing your random moment, please contact your RMTS Coordinator immediately by telephone or email.					
Do not respond to this em	ail, but call or email the RMTS Coordinator.				
Thank you, RMTS Coordinator					
	Kentucky	Kentucky Medicaid SBAC - e-SivicMACS Sign into Your Account	SIVIC SOLUTIONS GROUP		
3. Enter Employee/Participant					

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Login

Click "Login"







Participant Training Screen (1)

Kentuckij	Kentucky Medicaid SBAC - e-SivicMACS Observation Instructions	SIVIC SOLUTIONS GROUP
Program Overview		
This time study is required by the Federal government in order fo	for your school district to determine how much time is spent doing administrative and outreach activities as well as direct services. Your participantion is mandatory, but will only take a few minutes of your	
What is the School-Based Services Program:		
The School setting offers unique advantages and opportunities to most parents consider schools a trust conduit for important infor Coordination and follow-up activities are provided when screenin	o reach children and families to inform and encourage them to enroll in Medicaid Program, as well as to provide assistance to students in accessing medical services. Most children attend schools, and since rmation, schools are a critical link to reach uninsured children who may qualify for Medicaid Services. Public schools in Kentucky provider physical health, mental health, and substance abuse care services. 193 and evaluations identify a specific need of the student. Federal statute and regulations allow for reimbursement by Medicaid to certain governmental entities that provide Medicaid-related outreach services	
	Previous Next E	xit







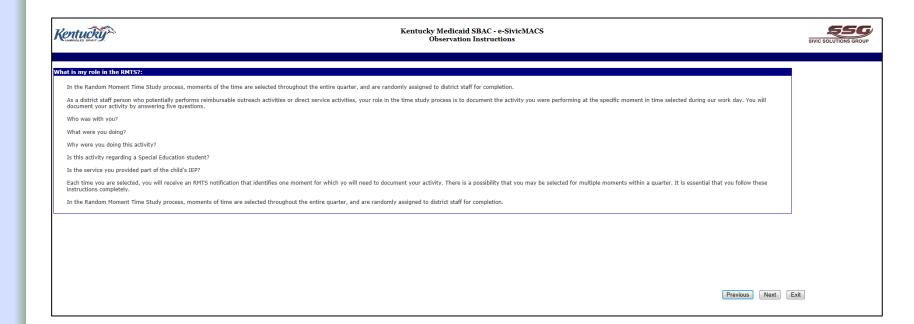
Participant Training Screen (2)

Kentucky -	Kentucky Medicaid SBAC - e-SivicMACS Observation Instructions	SIVIC SOLUTIONS GROUP
What is Random Moment Time Study (RMTS)?		
Medicaid and health-related services programs by sampling and ana	roved technique of polling a statistically valid sampling of randomly selected participants. The RMTS method measures the work effort of the entire group of approved participants involved in the scalalyzing the work efforts of a randomly selected cross-section of the group. A computer program chooses each moment randomly from the total working hours of all the school days of the entire qua of the chosen moment will go out to the chosen participant one week prior to the selection of time. After "living" the moment, participants will document their activity in a narrative format.	noois rter and
	Previous N	lext Exit





Participant Training Screen (3)

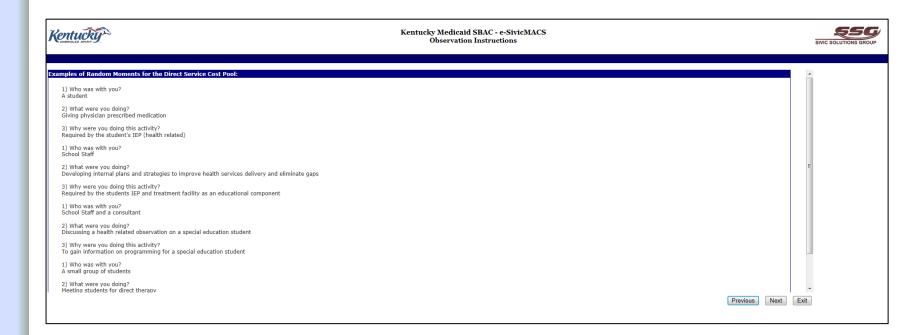








Participant Training Screen (4)

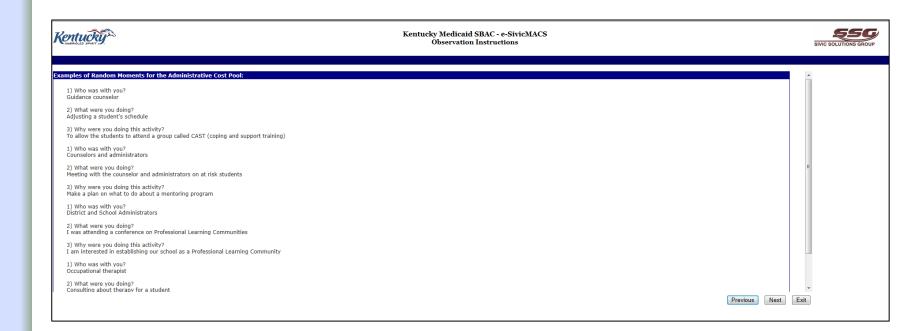






SIVIC SOLUTIONS GROUP

Participant Training Screen(5)









Participant Training Screen (6)

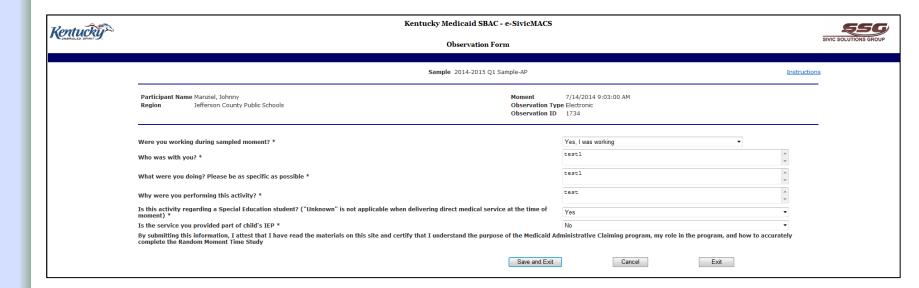
Kentucký ²	Kentucky Medicaid SBAC - e-SivicMACS Observation Instructions	SIVIC SOLUTIONS GROUP
Instructions:		
Your selected time study moment is pre-determined. <u>Do not answer the activity questions with enough detail about your activity so the activity of the ac</u>	activity questions for any time other than your selected moment. at if yo are asked about your assigned moment during a possible audit, you are able to easily recall the activity you were doing without revealing student information	
3. Be sure to click on the box which states that "By submitting this information, I attest that I have read the materials on this site and certify that I understand the purpose of the administrative claiming program, my role in the program, and how to accurately complete the Random Moment Time Study." If you do not select this box, the submit button will not populate and your moment will not be submitted.		
4. If you have any questions about completing this process, please contact	SSG at (877)-916-3222	
	Previous N	lext Exit







Participant Observation Form



1. Complete all fields

2. Save and Exit system





Things to Remember

- Corrections can be made (within 5 school days of the moment) by clicking the Observation Link in the original e-mail
- The moment expires and is locked after 5 school days and can no longer be accessed or updated
- A reminder e-mail is sent after 1 school day if a response has not been received; copy sent to the Coordinator
- A 2nd reminder e-mail is sent after 2 school days if a response has not been received; copies sent to the Coordinator and Administrator/Principal







e-SivicMACS System Demonstration







- Live Support: 8am 5pm eastern time
- By Phone:
 - ✓ Toll Free: 1-877-916-3222
- By e-mail:
 - ✓ kysupport@sivicsolutionsgroup.com









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